

## HiQ HELPS VOLVOFINANS BANK TO SIMPLIFY FOR ITS CUSTOMERS

**Volvofinans Bank is in the midst of a major digital change and development process. The company has sought help from HiQ in the creation of new customer services and now the first public result of this collaboration is being launched. CarPay is a new mobile service that simplifies all car-related purchases and payments.**

“We want to offer practical, relevant services that make everyday life easier for our customers. The CarPay app is a first step that gives our customers a full overview of all their purchases as well as access to a brand new range of benefits for car owners. For example, a simple click on your mobile phone will enable you to use bonus points towards the cost of refuelling at *Tanka* filling stations,” says Conny Bergström, CEO of Volvofinans Bank.

CarPay is founded on a vision for the future of payments and customer relations. Together with Volvofinans, HiQ has developed a strategy based on the vision. In addition to strategy, HiQ has also contributed competence in areas such as design, usability and technical development.

“We take pride in the confidence Volvofinans Bank has shown in us and in being part of their digital journey. Volvofinans Bank shares the same mind-set as HiQ: we both believe in simplifying and improving for the users with the help of user-friendly digital solutions,” says Jerker Lindstén, Managing Director of HiQ Gothenburg.

The new service makes it possible for customers to see their transactions and account balance, change their credit limit, access special offers and use their bonus via their mobile phone. The service also provides an overview of savings accounts, loans and leasing.

“CarPay offers an array of bank-related services, so our expertise and long experience in the field of mobile payment solutions has been important in this context. Security has, of course, been a key concern, together with user experience. For example, users log in with their mobile bank ID to maximise security,” Lindstén explains.

“This is yet another good example of how digitalisation helps us to simplify people’s everyday lives. The assignment also demonstrates how we at HiQ master every link of the chain that connects technology, people and business. It is this kind of breadth that enables us to help our clients from R&D to digital and back,” says Lars Stugemo, CEO and President of HiQ.

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